

Circulation Supervisor

Dept: Library

FLSA Status: Non-Exempt

General Definition of Work

Performs skilled technical work providing various library services, planning and conducting programs and activities, assisting patrons, maintaining records, preparing reports, overseeing library operations as needed, and related work as apparent or assigned. Work is performed under the general direction of the Library Director, assistant director or branch manager.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Manages Circulation division within the public library; develops objectives and procedures; delegates to staff for tasks as needed.
- Manages hiring and selection of department personnel; ensures proper training; assigns, directs and inspects the work of and supervises and evaluates assigned personnel; recommends suspension and termination.
- Responsible for check-in and distribution of library material for shelving or transfer; shelving of library material and maintenance of stacks.
- Provides circulation assistance to patrons including checkout of library materials, issuing library cards, assessing fees and fines, and resolving problems related to library records.
- Coordinates meeting room reservations.
- Serves on committees, boards and teams as required with both people within and outside the organization and manages or assists with outreach efforts.
- Plans and conducts programming for patrons.
- Abides by and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Knowledge of the principles, practices and techniques of modern library operation; Thorough knowledge of basic library procedures, methods and techniques; thorough knowledge of the library circulation functions; thorough knowledge of office procedures and records maintenance techniques; thorough skill operating standard computer equipment, hardware and software; ability to learn and use specialized computer software; thorough skill using library equipment, materials and resources; ability to organize, manage and motivate others; ability to supervise the work of subordinates; ability to direct employees' professional training for library work; ability to exercise initiative and independent judgment; ability to communicate ideas effectively, both orally and in writing; ability to establish and maintain effective working relationships with library patrons and associates.

Education and Experience

Bachelor's degree with one to three years experience in library circulation management or other customer service management with a minimum of one year of Supervisory experience; or equivalent combination of education and experience.

Physical Requirements

This work requires the regular exertion of up to 25 pounds of force and frequent exertion of up to 50 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and

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repetitive motions, frequently requires standing, walking, sitting, reaching with hands and arms, pushing or pulling and lifting and occasionally requires climbing or balancing and stooping, kneeling, crouching or crawling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions; work is generally in a quiet location (e.g. library, private offices).

Special Requirements

None.

Competencies

Leading with Integrity: Exhibits ethical and moral behavior in everyday business conduct; Earns trust of others by; disclosing information and admitting mistakes; Recognizes and resolves ethical questions; Ensures organizational ethics are widely understood; Encourages open discussion of ethical issues; Creates an environment that rewards ethical behavior

Negotiation Skills: Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take

Managing Customer Focus: Promotes customer focus; Establishes customer service standards; Provides training in customer service delivery; Monitors customer satisfaction; Develops new approaches to meeting customer needs

Quality Management: Fosters quality focus in others; Sets clear quality requirements; Measures key outcomes; Solicits and applies customer feedback; Improves processes, products, and services

Team Leadership: Fosters team cooperation; Defines team roles and responsibilities; Supports group problem solving; Ensures progress toward goals; Acknowledges team accomplishments

Change Management: Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results

Managing People: Defines responsibilities and expectations; Includes subordinates in planning; Takes responsibility for subordinates' activities; Makes self available to subordinates; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Sets goals and objectives; Motivates for increased results; Recognizes contributions of others

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date